

[illegible]

Abstract

A method for matching a customer and a Provider, comprises the steps of: a) generating a database containing data relevant to the Provider; b) updating said database so as to keep said data on the Provider up-to-date; c) when a call is received from a customer, identifying the requirements of the customer; d) identifying the nature of the request of the customer for a Provider; e) searching said database for a Provider who fits best the requirements of the customer; and f) when such best fit Provider is found, generating a voice and/or data communication between said customer and said provider.